

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Velma G. Avalos
Work Phone: 608-266-9215
 2. Class Title (i.e. payroll title):
Program Assistant II
 3. Working Title (if any):
Program Assistant II
 4. Name & Class of First-Line Supervisor:
Steven A. Davis, Fire Chief
Work Phone: 608-266-6564
 5. Department, Division & Section:
Fire Administration
 6. Work Address:
325 W Johnson St, Madison WI 53703
 7. Hours/Week: 38.75
Start time: 8:00 AM End time: 4:30 PM
 8. Date of hire in this position:
10/27/2003
 9. From approximately what date has employee performed the work currently assigned:
10/27/2003 (additional duties have been assigned gradually since January 2012)
-

10. Position Summary:

Provide confidential administrative secretarial support to the Fire Chief. As Office Manager, responsible for coordinating clerical and administrative support, supervising 4 assigned clerical staff. Perform and coordinate secretarial functions for the Assistant Chief of Personnel and Division Chief of Hiring and Promotions. The work requires exercising considerable judgment and discretion. Work under the general supervision of the Fire Chief. Responsible for a wide variety of administrative services.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 50% A. Act as confidential Administrative Assistant for the Fire Chief
1. Manage Fire Chief's calendar, coordinating a wide variety of complex meetings with both internal and external personnel. This includes locating and setting up meeting rooms, and ensuring availability. This may also include setting up travel and speaking engagements. In addition, this involves considerable ability to make appropriate scheduling adjustments while ensuring there are no scheduling conflicts, and that the Chief is aware of scheduling adjustments at all times.

2. Screen and prioritize calls and visitors requesting an appointment with the Fire Chief. Deal with difficult people who wish to meet with the Fire Chief and/or complain about some aspect of Fire Department activities. Use considerable judgment and discretion in handling confidential issues, citizen complaints, and working with difficult customers. Facilitate effective referrals to other appropriate personnel both within the Department and with other agencies.
3. Facilitate the flow of information to various levels of the organization, particularly command level personnel. Prepare reports, letters, memoranda, policies, and related documents. Assists Command Staff in completing various studies and/or reports and performs a variety of research-related activities. Assemble and analyze data as needed for reports.
4. Create Powerpoint presentations for various meetings and training. Maintain up-to-date computer and software skills and provide guidance and training to Command Staff when new software is implemented.
5. Sort the Chief's mail and prepare appropriate responses in a timely and professional manner. Review and summarize miscellaneous reports and documents as needed by the Chief.
6. Oversee a wide variety of administrative functions.
7. Develop statistical and narrative reports and reviews data for various committees related to department personnel, in particular for the Police and Fire Commission.
8. Administer Fire Chief's blog. Administer all social media for MFD, (Twitter, Facebook, HootSuite, website).
9. Review Common Council and Board of Estimate agendas and notify Fire Chief of related items. Track legislative referrals in the Legistar system, and make notifications to appropriate MFD personnel as needed.

40% B. Act as Office Manager

1. Supervise office support services. Train, assign, monitor, and evaluate clerical and administrative staff. Manage workload and assignments for clerical staff and establish work priorities and procedures. Manage workload and assignments for clerical pool person when assigned to Fire.
2. Maintain all aspects of personnel data related to the Fire Department. This includes updating personnel information in the Records Management System and effectively communicating all personnel status changes (including hires, retirements, promotions, etc.) by preparing and distributing Special Orders and processing in NeoGov. This also includes maintaining personnel and medical folders for all employees. Act as records custodian for personnel and medical files and respond to open records request for personnel & medical files.
3. Coordinates all personnel transactions of Management and administrative support staff's payroll activities. Assists Chief of Personnel in the development of position specifications.
4. Process/request driver's license abstracts for all MFD personnel and monitors employee's driving eligibility.
5. Assist with confidential employee grievances/disciplines (documentation/record keeping).
6. Assist with recognizing employee achievement. Coordinate the department's commendation/performance recognition process.
7. Develop and implement record management procedures. Implement SharePoint as it relates to recordkeeping. Maintain the electronic files for departmental memos, minutes, forms, and contracts.
8. Coordinate administrative support to various committees/commissions. Arrange committee meetings and prepare and distribute notices, minutes, and related materials. Monitor and coordinate work progress of various subcommittees under the Human Relations Steering Committee.
9. Maintain current knowledge of key personnel and their function in various city agencies, and act as liaison between those agencies and the Command Staff as needed.
10. Assist with all hiring and promotions within MFD by entering job requisitions in NeoGov. Process new hires and promoted personnel in NeoGov, determine salary, and complete personnel action form for Payroll Department.
11. Directly oversees and implements hiring procedures/programs at the point when processes require a Fire Chief's interview.
12. Participates in panel interviews and recommends hiring and promoting of personnel.
13. Provide administrative support for the hiring and promotional processes. Administrative support includes scheduling interviews, sending information letters to panel members and candidates, preparing interview packets, enter/calculate interview scores, and create final report for panel.

14. Assist Investigation Division with background checks for new hires. Schedule medical appointments for candidates.
15. Process out of the city requests for all Chiefs. Process training requests for all Chiefs, Investigators, and Training staff (fill out/submit required forms). Make travel arrangements for all Chiefs, Investigators, and Training staff and process payments and reimbursements. Make budget entries and review & monitor training budget expenditures.
16. Serve as liaison with Information Technology.
17. Oversee the implementation of a new Fire website.

5% C. Miscellaneous

1. Create department's Annual Report. This includes creating form layout, editing division/department's summary report, and printing and distributing report.
2. Update departmental information for City of Madison; e.g., City Roster, Covered City Officials, and Government Handbook.
3. Update departmental lists; e.g., Organizational Chart, Notification List, Command Staff listings, Anniversary List, Demographic Charts.
4. Administrative support backup for Elevator Inspection Program, Stanley Security System, and Emergency Management/EOC.
5. ESponder Administrator.
6. Human Relations Steering Committee member.
7. Order office supplies and equipment. Routine maintenance of office equipment – ordering toner, tracking copy count monthly, routine repairs/adjustments to equipment, programming memories in copier and fax machines. Call for service when necessary. Send/receive/distribute routine faxes.
8. Respond to email inquires made to general fire mailbox and recruitment mailbox.
9. Process membership/subscription renewals for all Chiefs.
10. Maintain various Fire Department meeting room calendars.

5% D. Perform and/or coordinate other special projects and program activities of the department as needed or appropriate.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of administrative office practices and procedures. Working knowledge of English composition, correct punctuation, spelling, grammatical usage, and acceptable business letter and report formats. Working knowledge of business math and basic accounting and budgetary practices. Knowledge of supervisory principles and practices. Thorough knowledge of software applicable to the duties of this position, to include Microsoft Word, KnowledgeLake, ImageTrend, Crystal Reports, Progress, DST, Excel, Access, Adobe, PowerPoint, and FlowCharting. Working knowledge of business administration principles and procedures. Ability to collect, analyze and summarize data. Ability to develop and implement operating procedures. Ability to prepare reports summarizing a variety of information. Ability to develop and maintain effective recordkeeping systems. Ability to supervise assigned clerical and administrative personnel and their activities. Ability to independently implement a comprehensive administrative program or function. Ability to assist in the resolution of operational problems. Ability to exercise judgment and discretion. Ability to establish and maintain effective working relationships. Ability to communicate effectively both orally and in writing, including a high level of ability in grammar and proofreading. Ability to maintain adequate attendance. Maintain a high level of confidentiality.

13. Special tools and equipment required:

Computer, telephone (multi-line), copy machine, fax machine, typewriter, and calculator.

14. Required licenses and/or registration:

N/A

15. Physical requirements:

Lift objects (light to medium)

16. Supervision received (level and type):

Works with minimal supervision of the department, division or program head; work is reviewed upon completion, as needed.

17. Leadership Responsibilities:

- This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

Velma Avalos
 EMPLOYEE

5/9/14
 DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

[Signature]
 SUPERVISOR

5/9/2014
 DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.